DEPARTMENT OF HEALTH SERVICES

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Index: Appeals

To   :   Independent County California Children Services (CCS) Programs and
           State Children's Medical Services (CMS) Branch Regional Offices

Subject: Tracking First-Level Appeals

The CMS Branch has been accumulating documentation on individual appeals since the implementation of the due process regulations. To date, comprehensive information has only been available on first-level appeals that have progressed to fair hearings. The state program recognizes that since independent county programs and CMS regional offices have not been requested to maintain aggregate data, information concerning uncontested appeals has not always been available. The lack of consistent data on all appeals has made it difficult to identify increased administrative costs associated with the first-level appeal process.

In order to achieve a common database, I am requesting that all independent county programs and CMS regional offices develop and implement a system to record, monitor, and report (upon request) the status of first-level appeals. All applicant or client requests for first-level appeals, received on and after February 1, 1995, are to be recorded in the system. At a minimum, the following information must be collected and maintained for each appeal:

- Name of applicant/client
- Case number
- Date of receipt

- Date of response
- Final disposition (Approved, Denied, etc.)
- Category by subject (Medical/Financial/
         Residential eligibility, MTU, medical
         benefits, etc.)

The enclosed fair hearing reports illustrate the types of appeal data collected by the CMS Branch. These reports provide examples of the general format of categorical data identified above.

Should you have any questions regarding this subject, please contact Mr. George Shahan of my staff at (916) 654-2337.

Maridee Gregory MD

Maridee A. Gregory, M.D., Chief
Children's Medical Services Branch

Enclosures